



City of Austin - JOB DESCRIPTION



Austin Energy Customer Account Manager

FLSA:	Standard/Exempt	EEO Category:	(20) Professionals
Class Code:	10363	Salary Grade:	ZO8
Approved:	July 17, 2001	Last Revised:	January 30, 2008

Purpose:

Under nominal direction, responsible for management of the day-to-day operations of the Austin Energy Customer Service Center.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Responsible for twenty-four hour seven day week management operations for Austin Energy customers to meet business operations and standards.
2. Develop performance measures, evaluate performance and recommend appropriate actions to correct performance deficiencies. Prioritize operations scheduling. Resolve work-related problems for subordinates.
3. Recommendation in the development, implementation, and evaluation of programs and activities related to the operation of the Austin Energy Customer Contact or Call Center.
4. Review, analyze and implement process improvement techniques to enhance Austin Energy's service to its customers.
5. Evaluate and provide recommendations regarding new technology and methods for possible utilization in Austin Energy's customer service function.
6. Manage division and/or section activities including development, monitoring and tracking departmental budget expenditures, develop, analyze and revise operating procedures. Prioritize projects and work activities. Coordinate division/section activities with other departments
7. Analyze customer survey and quality assurance data.
8. Provide recommendation in the development of policies, procedures, strategic goals and objectives.
9. Represent department at meetings with State agencies, government officials, vendors and other City departments or the general public

Responsibilities - Supervisor and/or Leadership Exercised:

- Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of Payment Processing, Cash Receipts, Credit and Collections, Billing or ARCP operations, techniques, and processes.
- Knowledge of automated information and internal control systems.
- Knowledge of utility billing practices, industry and business operations.
- Knowledge of applicable processes, techniques and methods
- Knowledge of accounting, bookkeeping, and budget procedures.
- Knowledge of supervisory and management techniques.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Skill in data analysis and problem solving.
- Skill in planning and organizing.
- Skill in oral and written communication
- Skill in identifying and assessing potential process improvements.
- Ability to establish and maintain professional relationships with internal and external customers.
- Ability to resolve complex problems or situations.
- Ability to compile division reports.
- Ability to understand and explain industry trends, processes, and procedures.
- Ability to manage multiple programs, projects, and tasks.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to train others.
- Ability to quickly recognize and analyze irregular events

Minimum Qualifications:

- Graduation from an accredited four-year college or university with major course work in a field related to the job plus four years related experience, two (2) in a supervisory capacity.
- Experience may substitute for education up to four (4) yrs

Licenses and Certifications Required:

None.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.